

Call centre

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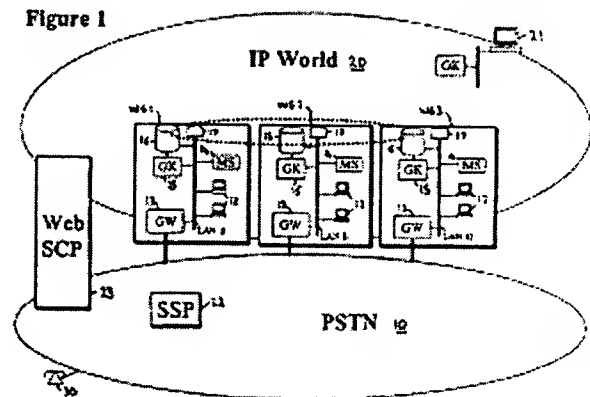
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Abstract of GB2342529

A call center has a number of workgroups (WG1,2,3) each with a routing controller (15) for determining the most suitable destination within the workgroup for receiving a call. This determination is done on the basis of a routing table periodically generated for the workgroup by the routing controller (15). The workgroups exchange their routing tables. The routing controller (15) of every workgroup thus has sufficient information to globally determine the most suitable workgroup to handle an incoming call. This redundancy avoids the need to provide a fault tolerant central controller.

Figure 1



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